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Sent: Friday, November 25, 2011 10:52 AM
To: Adrian Parsegian; Agnes Lacreuse; Al Rakouskas; Alejandro Briseno; Andrew Danylichuk; Andrew Whiteley; Barry Braun; Becky Lawlor; Christine Rogers; Cole Tucker; David Finkelstein; Dennis Bruffee; Elaine Batista Nogueira; Erika Hamilton; Fran Caron; Francis Merrigan; Helene Cunningham; Hilary Woodcock; Hanchett, James (DPH); Jane Plaza; Jean Alamed; Joe Smith; Jonathon Tominar-Lipari; Joy Ward; Ler Louraine; Martha Sylvia; Marv Ellin; Mary Larkum; Michael Cottom; Phyllis M. Berman; Richard Wood; Ron Grosslein; Ruth Witkowsky; Ryan Feyrer; Sally Jves; Sherrie Webb-Yagodzi
Subject: information for your department

At the recent Departmental Safety Coordinator meeting some general guidance on what to do in an emergency was presented. Among the information we received was who an emergency call will reach - it depends on the communication method you use. Please pass along to your colleagues.

Calling 911 from:

- a Campus Erickson phone call is dispatched to UM police.
- a pay phone or Verizon-system phone on campus, is dispatched to Amherst Police
- a cell phone:
 - (1) if sent to a 413 cell tower will be *primarily sent** to State Police in Northampton barracks
 - (2) if sent to a cell tower *outside of the 413 area* will be *primarily sent** to State Police in Framingham barracks
 - * (3) some communities in Massachusetts have newer software that allows local cell tower 911 calls to be answered locally
- Cell calls will ordinarily be forwarded to the appropriate local area by the State Police dispatcher.

Bob Laford emphasized the importance of describing the exact location, providing a description of the emergency, not hanging up until the dispatcher indicates it is OK to do so.
The ICE (In Case of Emergency) Tool for your cell phone for you to identify who should be contacted for you, if you are involved in an incident.
Putting the UMass Police phone number (413.545.2121) into your contact list on your cell phone

The Red Cross' "Three C's" of emergency Care.

CHECK for personal safety. Never endanger yourself. CHECK what the scene is telling you. Can the person in crisis tell you what happened? Can others tell you what happened? Does the scene provide clues re what happened?
CALL 911 for assistance.
CARE safely. Can you provide: First Aid? Comfort? Monitoring until the arrival of more advanced care? Call 911?

Know that the campus has an **Automated External Defibrillator (AED) program** i.e. some AEDs are available on campus.

Contact Bob Laford in EH&S for basic First Aid training and the proper use of an Automated External Defibrillator (AED). CPR training is also available through EH&S.

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